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DIRECT TESTIMONY OF ROBERT MICHAEL THOMPSON

1 **Q. PLEASE STATE YOUR NAME AND BUSINESS ADDRESS.**

2 A. My name is Robert Michael Thompson. My business address is 3520 Wrightsboro Road,

3 Augusta, GA 30909.

5 **Q. BY WHOM ARE YOU EMPLOYED AND IN WHAT CAPACITY?**

6 A. I am the President and sole member of Thompson & Webster, LLC d/b/a Two Men and a

7 Truck of Augusta (“Thompson & Webster”).

9 Q. PLEASE PROVIDE A SUMMARY OF YOUR BACKGROUND AND
10 EXPERIENCE.

11 A. I started in the moving business in 1997 and worked for 3 years as a mover and driver for
12 the Columbia, SC TWO MEN AND A TRUCK FRANCHISE while working through
13 college at USC. In 2000, my longtime friends purchased the TWO MEN AND A
14 TRUCK franchise in Charlotte, NC and upon graduation; I worked there from Jan 2000
15 until Feb 2001 as a manager. In March 2001, I started my own TWO MEN AND A

1 TRUCK franchise in Augusta, GA which I currently own and operate. In my 23 years of
2 experience in the moving industry, I have participated at all levels of the experience,
3 allowing for me to understand all aspects involved in the day to day operations of running
4 a successful business. My military background in the US Marine Corps has also allowed
5 for a well-structured business model and discipline in how the daily operations of the
6 business.

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8 **Q. HAS THE COMPANY APPEARED BEFORE THE COMMISSION BEFORE?**

9 Yes. Thompson & Webster first sought authority from this Commission in Docket No.
10 2001-429-T. The Commission granted Thompson & Webster household goods authority
11 between points and places in Aiken, Edgefield and McCormick Counties.

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13 **Q. WHAT IS THOMPSON & WEBSTER SEEKING IN THIS PROCEEDING?**

14 A. Thompson & Webster seeks to amend the scope of authority previously granted by the
15 Commission to allow it to provide intrastate household goods moves between points and
16 places in South Carolina. Additionally, Thompson & Webster is seeking to amend its
17 tariff. I would like to incorporate by reference our Application in this Docket into this
18 Direct Testimony.

1 **Q. DESCRIBE THE COMPANY'S GROWTH SINCE IT BEGAN ITS**
2 **OPERATIONS.**

3 A. We began our operations in the Augusta, Georgia area, which included the South
4 Carolina counties mentioned above. We have grown from 3 trucks and approximately 8
5 employees in 2002, to 12 trucks and a van and pickup and currently 31 employees. In
6 addition to the intrastate authority described above, Thompson & Webster holds intrastate
7 authority in Georgia and interstate authority in all 48 contiguous states. We performed
8 143 intrastate moves in South Carolina in 2019.

9
10 **Q. DOES THE COMPANY CONTINUE TO BE "FIT, WILLING, AND ABLE" TO**
11 **PROVIDE INTRASTATE MOVING SERVICES?**

12 A. Yes. As our application and our previous appearances before the Commission
13 demonstrate, Thompson & Webster understands and abides by the statutes and
14 regulations applicable to its South Carolina intrastate operations, has obtained insurance
15 in the amounts required by applicable regulation, and has the necessary equipment,
16 personnel, and knowledge necessary to provide household goods moving services.

17
18 **Q. WHY IS THE COMPANY SEEKING TO EXPAND ITS SCOPE OF**
19 **AUTHORITY?**

20 A. The intrastate household goods market can support another carrier with statewide
21 authority right now. As described above, we have the equipment and resources to provide
22 intrastate moves statewide. In addition, we have the ability to add employees and
23 equipment on an as-needed basis. We receive numerous calls and proposed referrals

1 requesting that Thompson & Webster perform intrastate moves that we currently are not
2 authorized to handle. In particular, between 2012 and 2017, a former employee logged
3 approximately 270 calls for moves within SC that were outside our operating authority of
4 the 3 counties we currently hold. Additionally, since we are a border city on the SC and
5 GA line, we do many moves annually within the 3 SC counties and also from the local
6 area in GA to the SC local area within the Central Savannah River Area (CSRA).
7 Customers we have serviced and were pleased with us have requested we do moves for
8 them outside the limits of our 3 counties within SC which we have had to inform them
9 we were unable to do. In other words, we are turning away moves. Moreover, the Shipper
10 Witness Testimony of Margaret Durst filed previously in this Docket and to be
11 introduced at the hearing in this matter, further demonstrates that there is a current
12 demand for moving services statewide.

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14 **Q. DOES THAT CONCLUDE YOUR TESTIMONY?**

15 **A.** Yes.